







# MiScorecard Performance Summary

Business Unit: Library of Michigan  
 Executive/Director Name: Nancy Robertson  
 Reporting Period: Apr 2013  
 Date Approved: 4/11/2013

Green >90% of target  
 Yellow >= 75% - 90% of target  
 Red < 75% of target  
 Scorecard Status **Draft**

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
LM-C-1	Electronically Archived State Gov't Publications	Red		25.0%	14.5% Sept 2012	14.0%	FY Annually	Percent of all electronically published state government materials that are archived to date. LM identifies and digitally archives as many digitally born state government publications (not internal documents) as possible to permanently preserve the record of state government and its activities and make it continuously accessible to state government and the public. Measured annually in September.
LM-C-2	MeLCat Request Fill Rate	Green		85.0%	88.9% Sept 2012	88.0%	FY Annually	Percent of MeLCat requests filled. Michigan residents request materials from over 400 libraries of all types from all over the state by clicking "Get this for me" in the MeLCat system. The book or cd or dvd or other material they have requested is delivered from another participating library and arrives at the requester's home library within a few days after the request is posted. Not all requests are fulfilled for reasons such as, the item is missing, the item is still checked out, etc., but most of them are fulfilled as requested. Measured annually in September.
LM-C-3	Creation of Digital Content	Green		10000	29562 Sept 2012	6400	FY Annually	Number of pages scanned to create electronically accessible information resources. LM scans collections materials routinely to fulfill state employee requests for information. Additionally, LM outsources the digitization of collections materials for placement on SeekingMichigan.org or for access electronically in-house at the Library, etc. Measured annually in September.
<b>Financial</b>								
LM-F-1	Michigan eLibrary (MeL) Databases	Green		\$21.80	\$21.80 Sept 2012	\$18.00	FY Annually	Amount of Return on Investment for each dollar spent on MeL Databases. Measured annually in September.
<b>Internal Business Process</b>								
LM-P-1	Outreach Presentations	Green		8	11 Mar 2013	22	Quarterly	Number of outreach presentations. The LM outreach program aims to ensure that all employees in all branches of state government know what service the LM has to offer them to make the state's work more efficient and effective and to preserve the published record of state government. Measured quarterly in March, June, September, and December.
<b>Learning and Growth</b>								
LM-O-1	Professional Development	Green		75%	81% Sept 2012	66%	FY Annually	Percent of staff participating in professional development. LM staff benefit from continuing professional development opportunities that keep their skills up-to-date and result in better customer service for those libraries, state government employees, and public patrons. Measured annually in September.